

# **5 FAH-2 H-500 MANAGING DIPLOMATIC TELECOMMUNICATIONS SERVICE (DTS) DATA CIRCUITS**

## **5 FAH-2 H-510 DTS NETWORK**

*(TL:TEL-2; 05-23-2002)*

### **5 FAH-2 H-511 NETWORK DESCRIPTION**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The Diplomatic Telecommunications Service (DTS) network is a system of integrated networks (Multiplexer, Voice, Packet Switch, and Router) supporting foreign affairs agency headquarters in Washington, DC and U.S. diplomatic missions abroad. The DTS network rides over terrestrial and satellite aggregate circuits that are further segregated into shared and dedicated customer circuits. All Department of State telecommunications circuits, as well as telecommunications links to support all other foreign affairs agencies at U.S. diplomatic missions abroad, are integrated into the DTS network.

### **5 FAH-2 H-512 DIPLOMATIC TELECOMMUNICATIONS SERVICE PROGRAM OFFICE (DTS-PO)**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

As directed by Congress, the purpose and duties of DTS-PO shall be to carry out a program for the establishment and maintenance of a diplomatic telecommunications system and communications network (DTS network) capable of providing multiple levels of service. It must meet the wide

ranging needs of all U.S. Government agencies and departments at diplomatic facilities abroad, including national security needs for secure, reliable, and robust communications capabilities.

## **5 FAH-2 H-512.1 DTS Customer Service Desk**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The DTS Network Management Center (NMC) is the DTS network's central point of contact for circuit activation, upgrades, maintenance, and troubleshooting. The NMC, located at DTS-PO, is a 24/7/365 operation (i.e., 24 hours a day, 7 days a week, 365 days per year, including holidays). Customers should contact the DTS's Beltsville or Brandy Network Operations Center's (NOC) when unable to reach the DTS NMC.

- (1) NMC—Toll free 1-800-438-7457
- (2) NMC—Direct (703) 302-7899
- (3) NMC—Unclassified fax (703) 302-7339
- (4) NMC—Secure voice and fax (703) 302-7998
- (5) NOC—Beltsville (301) 985-8100
- (6) NOC—Brandy (540) 829-4551/4500 (ask for black FACON)

## **5 FAH-2 H-512.2 Network Control Centers**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

All circuitry in the DTS network is through either the Beltsville, MD or Brandy, VA Network Operation Centers (NOC). The NOCs provide physical connectivity to DTS subscribers. The NOCs operate 24/7/365 with technical control staffs that troubleshoot circuit termination points for field posts' circuits.

## **5 FAH-2 H-512.3 DTS-PO Representatives at Post**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The IPC and ITC staffs officially represent DTS at field posts and implement

DTS policies and procedures.

## **5 FAH-2 H-512.3-1 DTS Customer Representative**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The IPC Staff (IMO/IPO/IPS/IMS):

- (1) Is the DTS customer's point of contact at post;
- (2) Ensures all DTS customer issues at post are addressed;
- (3) Communicates customer issues and concerns to DTS-PO;
- (4) Advises customers on how to formally apply for circuit upgrades or new installations, and
- (5) Coordinates new circuit activation for subscribers and maintains customer interface control documents, current records of the type of DTS service for each subscriber (see 5 FAH-2 H-512.4).

## **5 FAH-2 H-512.3-2 DTS Technical Representative**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The ITC (or IPC Staff in the absence of an ITC Staff):

- (1) Is responsible for the operational readiness of black transmission equipment listed in 5 FAH-2 H-515 and associated circuitry;
- (2) Coordinates troubleshooting for black transmission problems;
- (3) Ensures that wiring and installation standards are met; and
- (4) Informs DTS-PO and all concerned offices, as appropriate, of telecommunications technical problems.

## **5 FAH-2 H-512.4 Customer Interface Control Document (CICD)**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

A DTS customer interface control document contains installation and

technical specifications and testing procedures for DTS subscriber circuits that connect to the DTS network. If the subscriber circuit is upgraded or changed, DTS-PO revises the subscriber CICD and sends the revision to post. The CICD is a reference tool for maintaining or upgrading circuitry and should be readily available for those purposes. To obtain a copy of post's CICD, send a formal telegraphic request to DIR DTSP0 WASHDC.

## **5 FAH-2 H-513 TYPES OF DTS SERVICE**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

DTS-PO offers numerous types of service to support the diversity of its customers' requirements. Service offering at each site varies depending on the state of modernization of the installed DTS infrastructure and the maturity of the local commercial infrastructure. The DTS network could be aptly described as a "network of networks".

### **5 FAH-2 H-513.1 DTS Multiplexer Network Service**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

Multiplexers continue to be the basic building blocks of the DTS network, until such time as they are replaced and/or upgraded to the Black Router Network (BRN). The multiplexer network is actually two networks: Promina (earlier known as IDNX) and General DataComm (GDC). DTS-PO's modernization path is towards an all Promina multiplexer network. The multiplexer network provides customers dedicated service to meet a variety of customer requirements such as low speed dedicated service (e.g. DOS TERP), high speed dedicated service (e.g. above 64Kbps), and dedicated IVG service.

### **5 FAH-2 H-513.2 DTS Black Packet Switch Network Service**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The Black Packet Switch (BPS) is a legacy network providing customers with X.25 service. At posts abroad, DTS-PO is migrating the BPS Network from the Access Control Processor (ACP) hardware solution to the X.25 over TCP/IP software solution on the Black Router Network. Customers will

eventually migrate from X.25 to TCP/IP.

## **5 FAH-2 H-513.3 DTS Black Router Network Service**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The Black Router Network (BRN) is DTS-PO's TCP/IP network convergence solution. The BRN supports customers' TCP/IP backbone connectivity (Ethernet and serial) as well as legacy X.25 over TCP/IP (XOT) connectivity.

## **5 FAH-2 H-513.4 DTS International Voice Gateway Network Service**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

The International Voice Gateway (IVG) network is a dedicated voice network providing private voice service between posts and the Department of State's private voice network. The IVG network currently supports post-to-post, post-to-Department, and Department-to-post direct dialing. The IVG also provides posts with domestic public switched telephone network (PSTN) dial tone originating in Beltsville, MD. IVG connectivity is currently through the multiplexer network although DTS-PO is investigating providing voice over IP (VOIP) services through the BRN.

## **5 FAH-2 H-514 DTS TECHREQ PROCEDURES**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

Specific procedures for returning defective black transmission equipment to the Communications Repair Facility (CRF) are contained in "DTS TechReq instructions". Each post must have a copy of these instructions, either in IPC or ITC, and must follow the specific procedures for obtaining repair parts or returning defective black transmission equipment to the Communications Repair Facility (CRF). The DTS TechReq Manual provides a complete listing of what equipment is supported by the TechReq system.

## **5 FAH-2 H-515 DTS REPORTING REQUIREMENTS**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

- a. Whenever any DTS aggregate or dedicated circuit is out of service for over an hour, the transmission facility must report the outage and restoration in a DTS CHANNEL telegram addressed to DTS-PO, the Network Operation Centers, the Area Telecommunications Office (ATO) Headquarters, the RIMC and regional ATO.
- b. Each IPC should have a copy of DTS/RG-2 (DTS Reporting Guide, Revision 2) and update it when revisions are received. This publication contains official criteria and example formats used in circuit situation reports and circuit outage and restoration reports. IPC can obtain a copy by sending a telegraphic request to DIR DTSP0 WASHDC with an attention indicator FOR DTSP0/SG/SPS.

## **5 FAH-2 H-516 OTHER DATA CIRCUITS**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

See 5 FAM 500, *Telecommunications*, or 5 FAM 800, *Information Systems Management*, for information regarding other circuitry topics not discussed in this handbook.

## **5 FAH-2 H-517 THROUGH H-519 UNASSIGNED**